

ATTACHMENT II

LOUISIANA TECHNOLOGY INNOVATIONS FUND – SEMI-ANNUAL PROGRESS REPORT

September 1, 2004

[This report is due on March 1 and September 1 each year. Limit the length of the report to three pages]

I DEPARTMENT/AGENCY

Division of Administration / Office of Computing Services

II PROJECT TITLE

Prototype of Statewide Email

III PROJECT LEADER

Joe Lee, Office of Computing Services
1800 N. 3rd Street, Baton Rouge, LA 70802
Phone: (225) 219-6058
FAX: (225) 342-5165
jlee@doa.state.la.us
Web Page: <http://www.doa.state.la.us/ocs/email/email.htm>

IV DESCRIPTION OF THE PROJECT

Overview

The state will provide consolidated e-mail services for agencies under the authority of Act 772 at one or more of the consolidated data centers. This service will include the support of standard e-mail services including basic messaging, address book, scheduling of personnel and resources within and among departments and optional integration with the standard wireless service offered through the Office of Telecommunications Management.

Approach

Security

The consolidated mail service will take all reasonable means to protect the security of the mail system and its customers. This will include, but is not limited to, running anti-virus software on the servers and requiring positive authentication to the mail services. The mail service reserves the right to apply filters on certain types of files if the file type in question poses a risk to resources on the network.

To minimize the risk of back-door penetration of the mail systems, subscribing departments will be required to take reasonable precautions on their desktops and networks, including running current versions of anti-virus software on desktops and discouraging use of third party mail accounts that do not provide security.

Storage policy

The mail servers will provide a reasonable amount of server storage per client mailbox. Customers that require additional space will be charged additional fees per mailbox. The mail servers will be backed up nightly and tapes retained for the amount of time necessary to protect against volume failure.

Funding

Initial conversion costs will be funded where possible through a grant from the Louisiana Technology Innovation Fund. On-going operational costs will be funded through a full cost recovery line of service. The rates for services will be reviewed at least annually and may include both fixed and variable costs. Agencies will be billed monthly for use of the consolidated e-mail services.

Department responsibilities

1. Provide through departmental staff or contract the desktop support and level one help desk for the department personnel. Training of employees on effective use of the mail client software is the responsibility of the department.
2. Install, run, and maintain current versions of anti-virus software and virus definitions for all clients that will connect to the e-mail servers.
3. Budget appropriate funds to cover costs of e-mail subscriptions for the department.
4. Local administration - departments will be provided the means to add and delete customers and reset passwords within their department.

V PROJECT STATUS

- A. Brief Summary
The statewide email project now supports messaging functions for the Division of Administration, the Department of Economic Development, the Governor's Office, the University of Louisiana Systems, the Department of Education, Civil Service, the Department of Natural Resources, the Department of Environmental Quality, Public Service Commission and the Department of Revenue and Taxation. Approximately 5,500 state employees in the capital grounds area are being hosted .
- B. Accomplishments
Consolidated email for Department of Revenue and Taxation. Statewide Email now hosts email for the entire Galvez building, the entire LaSalle building, most of the State Office Building, 99% of the Claiborne building (Board of Regents is the exception), the entire Information Services Building, the Governor's Office and several other smaller locations in and around the downtown Baton Rouge area.
- C. Problems Encountered/Action Taken or Planned
1. **Virus Storms**
Hundreds of viruses, including MYDOOM, MIMAIL, NETSKY and BAGLE, attempt delivery into statewide email daily. Our anti-virus software has been very effective, but there is always the uncertainty that a new virus will slip through. Since most infected messages are accompanied by executable file attachments, we have been forced to block certain vulnerable file attachment types, such as zip files, which affects the way some of our customers conduct business.
Action Planned: Ensure that anti-virus tools have the latest AV definition files and continue to block files that are executable.
2. **Spoofed Messages**
Email "spoofing" is the act of altering an e-mail header so that it appears to have been sent by someone other than the actual sender. Some spoofed messages are from hackers trying to cause outrage by sending a damaging e-mail apparently from a well-known person or organization. Others use spoofed messages to attempt to gather confidential information, sometimes directing the recipient to a web site to enter information. Viruses also spoof messages using e-mail addresses found on the infected computer. By using a real address (but not the one for the account sending the message) there is a greater chance that a recipient will open the infected message.
Action Planned: Block messages from the internet that have internal domain names in the "From" address.
3. **Replication of Email Data Causing Errors**
Since implementing email data replication to alternate SAN, the traffic generated causes some errors on our servers.
Action Planned: We are working with the software vendor (NSI) to eliminate the errors.
- D. Major Milestones (Original vs. Current Estimate)

VI COST VS. BUDGET

	<u>Category</u>	<u>Budgeted</u>	<u>Actual</u>	<u>Projected Surplus</u>
A.	Equipment	\$ 503,760	\$ 509,283.50	\$ 0
B.	Software	\$ 257,862	\$ 268,507.11	\$ 0
C.	Professional/Contract Services	\$ 150,000	\$ 20,239.32	\$ 0
D.	Other Costs	\$ 37,578	\$ 15,385.00	\$ 0
	Total Project Cost	\$ 949,200	\$ 813,414.93	\$ 0

VII ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

[Include description, unit cost, quantity, and total cost for incurred expenses such as equipment, software, and telecommunications. Include contract title, name of contractor, OCR or P.O. Number, and amount for Professional Services and/or other Contract Services.]

Description	Unit Cost	Quantity	Total Cost
Hardware – Dell Poweredge 2650 Servers	5563.16	2	11126.32
Hardware – EMC Disk Array	17470.60	2	34941.20
Hardware – HBAs	1492.40	4	5969.60
Software – Windows 2003 Enterprise	1522.76	2	3045.52
Software – EMC Navisphere	8333.60	1	8333.60
Software – Verisign Certificates	765.00	3	2295.00
Software – GeoCluster replication	835.30	10	8353.00
Software – Listserv LSMTP Lite	2600.00	1	2600.00
Software – Symantec Gateway Anti-Virus	11000.00	1	11000.00
Software – NetIQ Admin Suite	20142.81	1	20142.81
Software – Trend Micro Scan Mail	36209.74	1	36209.74
Software – Venture Tech, BrightMail Anti-Spam	16120.00	1	16120.00